









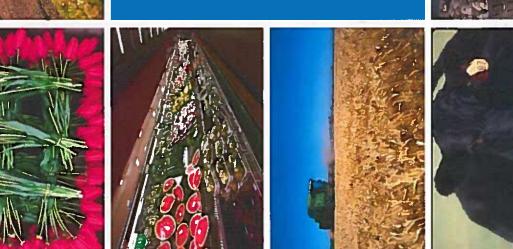
Standing Committee House Agriculture

Jamie Clover Adams, Director January 20, 2016











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Overview

- Mission: Assure the food safety, agricultural, through service, partnership, and collaboration. environmental, and economic interests of the people of the State of Michigan are met
- Charged with implementation of 20 primary laws; 85 mandated programs
- \$86.6 million budget (FY16)
- 421 employees with about 50% deployed across the state



Enhance Customer Service

- 2015 Operational Focus
- incorporate quantity, quality and timeliness Standard Operating Procedures (SOPs) that (QQT)
- Identify & remove impediments
- Implement intentional, bi-weekly conversations

Early Success



- Decreased food license processing times 50%
- agreements & reduced processing time Processed 53% more farmland preservation
- Increased number of new MAEAP verifications 16%
- inspections 21% Increased number of migrant labor housing
- complaints increased 7% Increased number of food inspections 7.6%, while
- Met timeliness & quality standards in bovine TB program 95%



Early Success

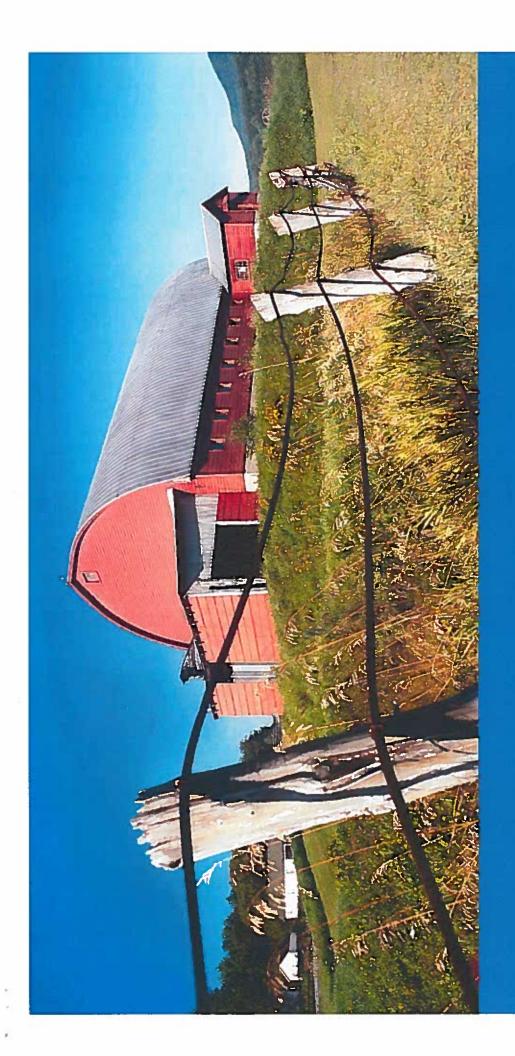
- Increased livestock dealer, trucker and market inspections 14%
- Reduced cost of nursery inspections 10%
- Motor fuel quality sampling increased 40%
- unexpectedly 98% of samples completed within Pesticide misuse case samples increased 80% expected turnaround time
- Weights & Measures device inspections increased 2%, while package labeling inspections increased 37%

Future Goals



- to meet goals (Jan./Feb.) Refine MDARD goals, align program outcomes
- Refine metrics (Feb./March)
- Use data to manage programs
- Focus on what adds value
- Ultimate outcome Enhanced customer service





Questions?



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